

Library Services & Technology Act

FY 1998-99 - APPLICATION FORM

Organization Orem Public Library

Mailing Address 58 North State Street, Orem, UT 84057

Project Title Integrating & Expanding Community Access To Electronic Information

Check Applicable Grant Category

For Public Libraries Only

Basic Technology Automation Grant _____

Enhanced Integrated System Planning Grant _____

Technology Grant _____

Enhanced Internet Connectivity Planning Grant _____

Technology Grant _____

For All Libraries

Community Electronic Network Planning Grant _____

Technology Grant _____

Partnerships & Cooperative Projects Planning Grant _____

Implementation Grant _____

Improved Access to Library Services Planning Grant _____

Technology Grant _____

Customized Service Grant _____

Check Funding Category

_____ Mini-Grant (to \$7,500)	No Match required
_____ Regular (\$7,501-\$74,999)	_____ Match (25%)
<u> X </u> Major (\$75,000 and up)	_____ Match (35%)

AMOUNT REQUESTED FOR THE TOTAL PROJECT:

Federal LSTA: \$ 86,320.00

Match (if required) \$ 46,480.00 % 35

Total \$ 132,800.00

Participants

Organization Orem Public Library
58 North State Street
Orem, UT 84057

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I. SUMMARY

PROJECT TITLE: Integrating & Expanding Community Access To Electronic Information
PROJECT DATES:

Summary of Project, in 150 words or less:

The Integration & Expanding Grant will move Orem Public Library in the direction of providing better community access and service. It will be used to replace all dumb terminals throughout the library with new Thin Client and WinTerminal technology, upgrade OPL's LAN backbone, upgrade our 56K connection to a T-1 connection, and provide better web access and development of the OPL Web page. This project will also make it possible for OPL to:

- Offer higher speed connectivity, allowing the Library to become a gateway to information for the community.
- Implement Remote Patron Authentication which allows remote patrons to access online databases through OPL Library and OPL web site.
- Catalog recommended web sites, giving patrons easier access from any workstation in the Library as well as through the Library Catalog, and to dial-in and web page patrons as well as walk-in patrons.
- Enable staff to offer more training to public, and facilitate additional staff training on such items as how to use the internet, using internet as a research tool, electronic reference, etc.
- Offer outreach programs through web access, library web page development with sidebar links to Alpine School district class assignment pages to better assist and meet patrons needs.
- Do more for the community by linking to surrounding public school districts, universities and other informational sites to provide better and easier access for patrons.

II. PROJECT DESCRIPTION

A. NEEDS STATEMENT

Why the library is applying for this funding:

Orem Public Library currently serves a city population of over 88,700 and through its reciprocal lending agreement with Provo an additional 96,000. BYU, UVSC and Alpine School District students also make up a large portion of the population that we service.

Over the past 10 years there has been a steady increase in all the uses of the Orem Public Library, including such items as circulation, use of electronic databases, number of patrons required to have Internet resources for material they research, etc. On October 12 1999, we had 2183 patrons come to the library and check out 7215 items. For September, 1999 we averaged 4263 items checked out daily by 1452 patrons.

This past year OPL received a grant to evaluate the new Win Terminal Technology. We have evaluated Win Terminals, and had the opportunity to do a great deal of research on the Thin Client Technology as well. We have learned that both types of technologies have a place in a library infrastructure. Both WinTerminals and Thin Clients are cost effective ways of replacing the large number of dumb terminals throughout OPL, both have a lower maintenance overhead than replacing dumb terminals with PCs, both work in a Client-Server environment and both types of technology allow for better electronic information access library-wide. Because of the large number of dumb terminals still being used at OPL, a grant is needed to assist in the replacement cost and the necessary upgrade required to OPL's LAN backbone.

How the grant will improve Library services and meet patrons needs:

The ability to upgrade the Library's LAN and Internet access allows OPL to create a state-of-the-art web page. This web page will assist in OPL's goal of bringing people and the best information together through Remote Patron Authentication. OPL's web page will link OPL patrons to on-line databases, including on-line CD-ROM databases in OPL's network, full-text databases, and GIS databases already licensed to OPL. Library services can be improved by use of information and sites on the Internet. Adding them to our catalog will increase patron access to knowledge and information. For example:

1. A patron needs to do a report on the solar system and needs both a magazine and an Internet reference as part of the research. From home he could access the National Geographic On-Line Database, through OPL's web page, using Remote Patron Authentication, and bring up a virtual solar system to watch on his computer. From there the patron has the opportunity to tour the solar system, and can at any time select planets, stars, constellations, moons, etc. to access information.

OR

2. A patron is researching breast cancer. She comes to the library and searches this subject. The information that she retrieves includes not only the books, audio tapes, or videos, but will also include information from the Internet, sites which have been cataloged by OPL. Selecting this information will send the patron to the Internet site(s), letting her read and print out the information she needs. When she exits this site, she will be taken directly back to the Library Catalog and the list of subjects she had originally selected from.

Once OPL has a web page in place, we will be able to link to the Alpine School District's web pages. This will greatly help both the library and the school district in providing access to information required for homework assignments. On the Alpine classroom web pages we could add a side bar to OPL and the resources there. On the OPL web page, we would sidebar to the individual class pages to locate the students homework assignment that they are at the library researching. By linking to the Alpine School District's web page, we not only have direct access to each other's information, but OPL's collection development staff can prepare in advance for the number of items we need that year on particular topics, for assignments, etc. We begin to develop a working relationship with Alpine on better sharing of information for the benefit of their students and OPL's patrons.

Who will benefit and how will they benefit from this proposal:

The primary benefit from this proposal will be the upgrade of the OPL LAN backbone and the T-1 Internet access. We are serving a large population on limited number of Internet Research PCs. Patrons are only allowed a certain amount of time on each Internet Research PC and often there are 4 to 5 people waiting to use this service. If we can provide higher and faster connectivity as well as web page access to OPL Catalog, other databases, and the Internet, this will only expand our patrons access to information. It will also expand patron resources at the library, and allow us to provide better training on how to best use online and in-house resources.

B. PROJECT GOALS AND OBJECTIVES

Goal #1: Replace all dumb terminals with Thin Client and WinTerminal Technology and upgrade the network backbone to handle new technology, while retaining as much of the existing library infrastructure as is currently technologically feasible for cost containment. This will aid in future growth and direction in determining information access points to and for OPL.

Goal #2: Develop and maintain a state-of-the-art home page for OPL which will link OPL patrons to on-line databases, including on-line CD-ROM databases in OPL's network, full-text databases, and GIS databases. Access to such databases can then be tracked and better reference provided to remote patrons by implementing and utilizing Remote Patron Authentication.

Goal #3: Develop web page links to Alpine School District, to allow students to check homework assignments and

OPL librarians to be aware ahead of time of the homework and class assignment needs to better prepared to assist these students with their research and study.

Goal #4: Use verified Internet sites as an extension of our Library Catalog. Selected Internet sites will be researched, verified, and cataloged as part of OPL's Library Catalog.

Goal #5: Allow for future technological expansions and additional public services by providing an enhanced ability to advance new services and new technological opportunities and new directions of library automation and software.

The project objective is to implement standards which are cost-saving and promote future growth. These standards permit a level of connectivity and interrelationship with other libraries or entities such as Alpine School District that will provide more opportunities to share information. Growth allows us to take advantage of possibilities that, given our current hardware, are simply impossible.

C. PROGRAM/METHODS STATEMENT

Activity 1: Replace Monochrome dumb terminals Library-wide

Objective 1: Evaluate what equipment within the current library infrastructure is technologically viable to continue to use and that will still integrate with the new hardware required for the infrastructure backbone upgrade.

Objective 2: Implement Citrix Servers with load balancing in place to replace all dumb terminals library-wide. With the implementation of this new technology, a window-based OPAC would then be implemented.

Objective 3: Begin cataloging websites as determined by Collection Development and Reference staff to better enhance our current Library Catalog.

Activity 2: Upgrade OPL internet connection/Implement Remote Patron Authentication

Objective 1: Increase the effectiveness of public access by providing T-1 point-to-point access going to a T-3 trunk line through the Utah Education Network and Alpine School district.

Objective 2: Ensure that OPL utilizes the US West Sonnet program for ongoing maintenance and monthly fees for the above high speed Internet access.

Objective 3: Implement Remote Patron Authentication by teaching staff and patrons how to access databases licensed through OPL from home. We would implement training of staff first, then patrons. Training sessions on internet in general would become an ongoing process for the public.

Activity 3: Develop and Maintain state-of-the-art WebPage

Objective 1: Storyboard outline and structure for OPL web page, working on templates for staff use and to train staff on, working on a consistent design throughout the site, and developing a webpage that will be manageable and maintainable.

Objective 2: Implement OPL Webpage and begin working with Alpine School District to determine what links will and will not be made to various homework pages, how we can better help them and they help us in providing information to students.

D. PROJECT TIMETABLE

Summary (all dates are best-estimate):

- May - Complete installation and upgrade of Internet connection for OPL. Begin classes and training on Citrix and NT Servers. Begin storyboard and template design for OPL Webpage. Work with Collection Development and Reference staff on determining links to OPL Webpage. Begin cataloging internet sites as an extension of the Library Catalog.
- June - Complete installation of Citrix Servers and Load Balance Servers and replacement of dumb terminals with Thin Client or WinTerminal technology.

- July - Implement OPL Webpage with Remote Patron Authentication in place. Implement New OPAC with full windows functionality. (ie: either Webpac or Pac For Windows - products from Ameritech Library Services.)
- August - Final evaluation of project strengths and weaknesses.

E. EVALUATION STATEMENT

This project will be evaluated by those directly involved in implementing the project: library staff, library automation department, Orem City DP department, and feedback from the general public.

Implementation records will be kept on obtaining the hardware, software and materials, and staff time used, for installation of the system, and for any staff or public training sessions required or deemed necessary.

The library web page will record the number of accesses to CD databases, on-line databases accessed through the OPL web page, etc. Our library software can count and monitor the number of hits on web sites added to our Library Catalog. We will have daily recording of the number of patrons using the electronic reference area and make a monthly evaluation as to how things are progressing, needs, adjustments, etc.

F. COMMUNITY SUPPORT STATEMENT

It is anticipated that the community will respond positively to this grant as it will vastly improve access to information.

Research and planning of this project has taken about a year. We are now looking to the future: how libraries have to be able to provide access to information. Orem City is very interested in the use of a community smart card, and Orem Public Library has been doing a great deal of research to point the city in that direction. The project will have direct influence on all OPL users.

We have great support from the city executives, Alpine School District, and our library advisory committee. See attached letters.

G. FUTURE FUNDING STATEMENT

This project is one that can be completed in the allotted period of time, but the results will be far-reaching and on-going. The upgrade of the LAN, converting dumb terminals to thin clients and Internet access, is a one-time request for LSTA funds. Once the hardware is installed, and OPL staff are trained, OPL will provide the benefits to the patrons.

Summary:

- Funding of maintenance for this project is the responsibility of the Orem Public Library.
- The library may, over time, request LSTA for further funding for significant enhancements or additions to this project.

We expect that usual operation and maintenance of the proposed system will be handled through annually budgeted funding. It is not expected that LSTA Grant funding will be required for normal operation, maintenance and enhancement. The success of this project will help us determine need for additional monies which may be required in the future.

III. PROPOSED PROJECT BUDGET

Please provide information where applicable and divide your proposed budget into the following categories. Be specific and be certain of items for expenditure of funds. (Revisions are possible and require submitting formal paperwork and State Library Division approval. If a revision is necessary, remember that your application for LSTA funds was successful because of the needs identified in this application and proposed budget. Revisions require an indication of why the change is desired, why other funds can't be used, and specific revised amounts.)

Category	LSTA Funds	Local Funds	Other*	Total Funds
A. Personnel Expenses:				
Salaries and Wages	_____	\$ 6,824.00	_____	\$ 6,824.00
Employee Benefits	_____	_____	_____	_____
SUBTOTAL	_____	\$ 6,824.00	_____	\$ 6,824.00
B. Operating Expenses:				
Travel	_____	\$ 2,000.00	_____	\$ 2,000.00
Training	_____	\$ 9,682.47	_____	\$ 9,682.47
Materials/Supplies	_____	_____	_____	_____
Contracted services	_____	\$ 3,000.00	_____	\$ 3,000.00
Other	_____	_____	_____	_____
SUBTOTAL	_____	\$ 14,682.47	_____	\$ 14,682.47
C. Equipment & Capital Outlay Expenses:				
Computer Hardware	\$ 61,024.54	\$ 11,346.51	_____	\$ 72,371.05
Computer Software	\$ 25,295.46	\$ 13,627.02	_____	\$ 38,922.48
Other	_____	_____	_____	_____
SUBTOTAL	\$ 86,320.00	\$ 24,973.53	_____	\$111,293.53
D. Other, Specify below				
SUBTOTAL	_____	_____	_____	_____
E. Percentage of Matching Funds				
SUBTOTAL	_____	_____	_____	_____
TOTALS	\$ 86,320.00	\$ 46,480.00	_____	\$132,800.00

*Source of funds in this category include donations, Friends fund raising, private sector grants. Do not include "in kind" donations. (See Handbook for general information and guidelines.)

IV. DETAILS: PROPOSED PROJECT BUDGET DESCRIPTION

In each category, expenses are itemized and indicate the primary funding source for each item.

A. PERSONNEL EXPENSES:

Funding	Description	Hours / week	Weeks	Hourly \$	Total
OPL	Technician to assist with project (temporary)	853 hrs for proj.		\$8.00/hr	\$6,824.00

Total Personnel Expenses

\$6824.00

*Hourly Wage includes payroll taxes, workers' compensation, and benefits.

B. OPERATING EXPENSES:

Funding Source	Description	Quantity	Time or Unit	Unit Cost	Total
OPL	Training from Pembroke on Citrix MetaFrame software and NT Terminal Server Software	2 people	1 week	\$3,000.00	\$3,000.00
OPL	Travel to Out of State Training	1 person		\$2,000.00	\$2,000.00
OPL	WebDesign training	2 people	2 days	\$995.00	\$1990.00
OPL	Pembroke on set initial setup and training for beginning of equipment replacement	On-Site Training	3 days	\$3,000.00	\$3,000.00
OPL	Training on Load Balance management and support of Thin Clients	1 person	1 day	\$500.00	\$ 500.00
OPL	Training on NT Proxy Server and Back Office	1 person	2 day	\$500.00	\$500.00
OPL	Providing in-house training for Reference Staff	20 sessions	2 hrs/sess.	\$17.31/hr for trainer	\$692.47
OPL	NT PROXY Training	1 person	2 days	\$1,500.00	\$1,500.00
OPL	NT Server Training	1 person	2 days	\$1,500.00	\$1,500.00
Total Operating Expenses					\$14,682.47

C. EQUIPMENT/CAPITAL OUTLAY:

Funding	Description	Quantity	Unit	Unit Cost	Total
	Computer Hardware:				
LSTA	• Citrix workgroup Server	1		\$7,999.95	\$7,999.95
OPL	• Citrix workgroup Server	1		\$7,999.95	\$7,999.95
LSTA	• Citrix Load Balance Server	2		\$1,128.00	\$2,256.00
LSTA	• PDC NT Terminal Server	1		\$2,571.79	\$2,571.79
OPL	• NT Server (Proxy/Web Page)	1		\$2,083.18	\$2,083.18
LSTA	• Replace dumb Terminals	68		\$669.40	\$45,519.20
LSTA	• New CKI workstations	4		\$669.40	\$2,677.60
OPL	• Circ Desk Stations	2		\$631.69	<u>\$1,263.38</u>
					\$72,371.05
	Computer Software:				
LSTA	• MetaFrame software 1.8 w/15 users	1		\$3,769.00	\$3,769.00
OPL	• 5 user bump pack	1		\$762.62	\$762.62
OPL	• 5 user bump pack	1		\$762.62	\$762.62
LSTA	• 5 user bump pack	1		\$762.62	\$762.62
OPL	• 10 user bump pack	1		\$2,712.00	\$2,712.00
LSTA	• 10 user bump pack	1		\$2,712.00	\$2,712.00
LSTA	• 50 user bump pack	1		\$7,456.00	\$7,456.00
LSTA	• Pac For Windows Software with	1		\$5,000.00	\$5,000.00
OPL	Remote Patron Authentication	1		\$5000.00	\$5,000.00
OPL	• NT Client Server Software	1		\$995.00	\$995.00
OPL	• NT Proxy Server Software	1		\$995.00	\$995.00
LSTA	• NT Terminal Server Client Licenses	72		\$77.72	\$5,595.84
OPL	• NT Terminal Server License	1		\$589.79	\$589.79
OPL	• NT Terminal Server CD-ROM	1		\$19.99	\$19.99
OPL	• WebPage Photoshop 5.5(webgraphics)	1		\$895.00	\$895.00
OPL	• Webpage development tool-netfusion	1		\$895.00	<u>\$895.00</u>
					\$38,922.48
Total Equipment/Capital Outlay Expenses					\$111,293.53

D. OTHER EXPENSES: (Please specify) None.